



Federal Student Aid (FSA) Students and Financial Partners Portals

Stabilization and Transition Support Performance Report

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1. Executive Summary

1.1 Introduction

The FSA Students and Financial Partners (FP) Portals provide information and productivity tools relevant to FSA's customers, employees, and partners to make informed financial aid decisions and empower financial partners to assist students. The Portals also provide links to other existing FSA web sites (e.g., FMS, FAFSA on the Web, NSLDS, DLSS, etc.), and external sites (ELM Net, Meteor, etc.).

1.2 Background

In April 2002, FSA launched Release 1.0 of both the Students and FP Portals. In September 2002, Release 1.1 of the Students Portal and Release 2 of the FP Portal were made available with additional information, tools, and links. Release 2 of the Students Portal has been delayed so that the necessary paperwork and postings can take place to meet the Privacy Act requirements for System of Record as well as the Office of Management and Budget (OMB) requirements for the Information Collection Clearance process. Specifically, the Portals are organized as follows:

Students Portal

- Student experience/life-cycle
 - Preparing
 - Choosing
 - Applying
 - Funding
 - Attending
 - Repaying
- Site Resources
- Content organized around the Student type (e.g., College, High School, etc.)
- Spanish content
- Links to other FSA systems (e.g., FAFSA on the Web, NSLDS, etc.)
- Search
- Contact Resources

FP Portal

- Links to other FSA Financial systems (e.g., FMS, Data Mart, etc.)
- Publications
- Community members
- Current activities
- Interest rates
- Search
- Contact Resources



1.3 Report Organization

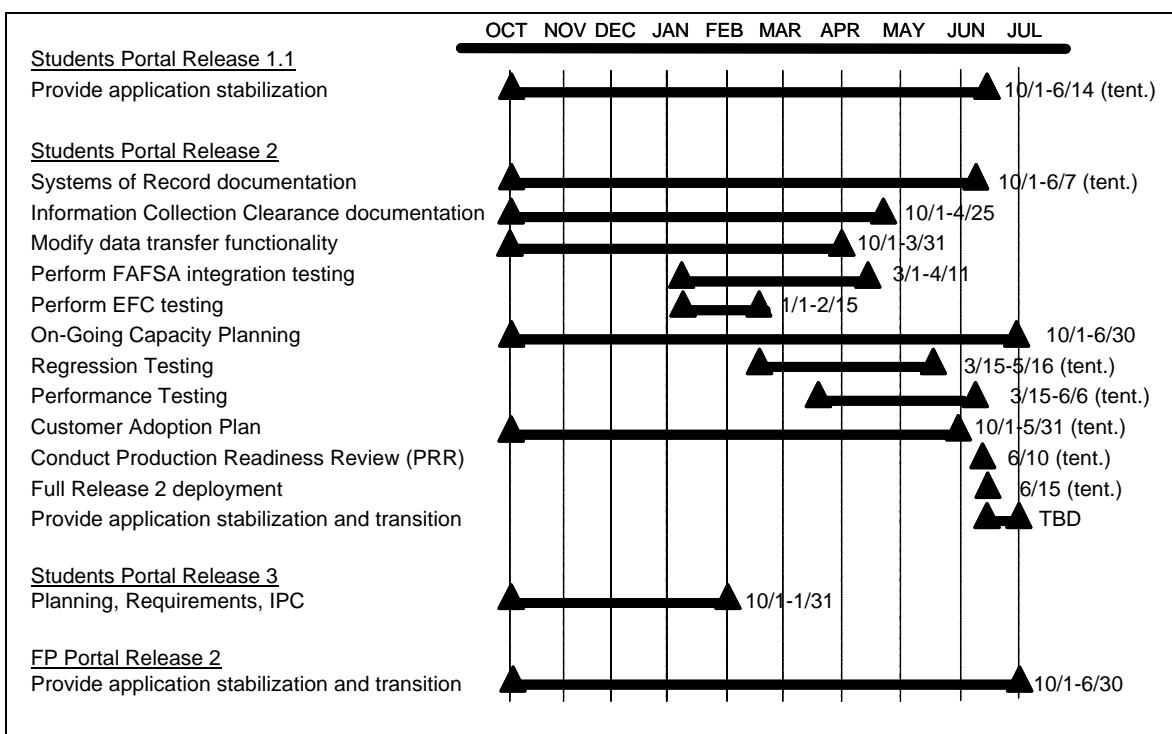
This Stabilization and Transition Support Status Report includes the following:

- Section 2. Students Portal Status. This section provides an update on completed and planned activities for the Students Portal.
- Section 3. Financial Partners Portal Status. This section provides an update on completed and planned activities for the Financial Partners Portal.
- Section 4. Summary. This section provides a summary of the project and production status.

2. Students Portal Status

2.1 Overall Project Schedule

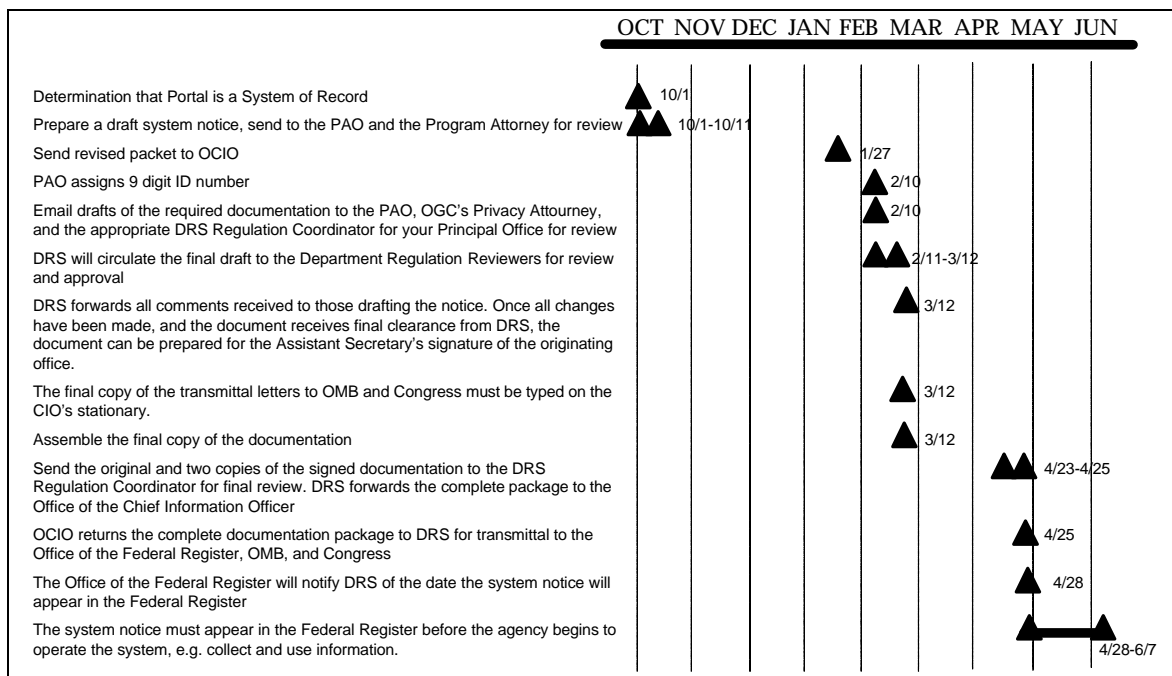
The overall project schedule for the Students and FP Portals is shown below.





2.2 Privacy Act (System of Record) Schedule

The detailed schedule for the System of Record is shown below.

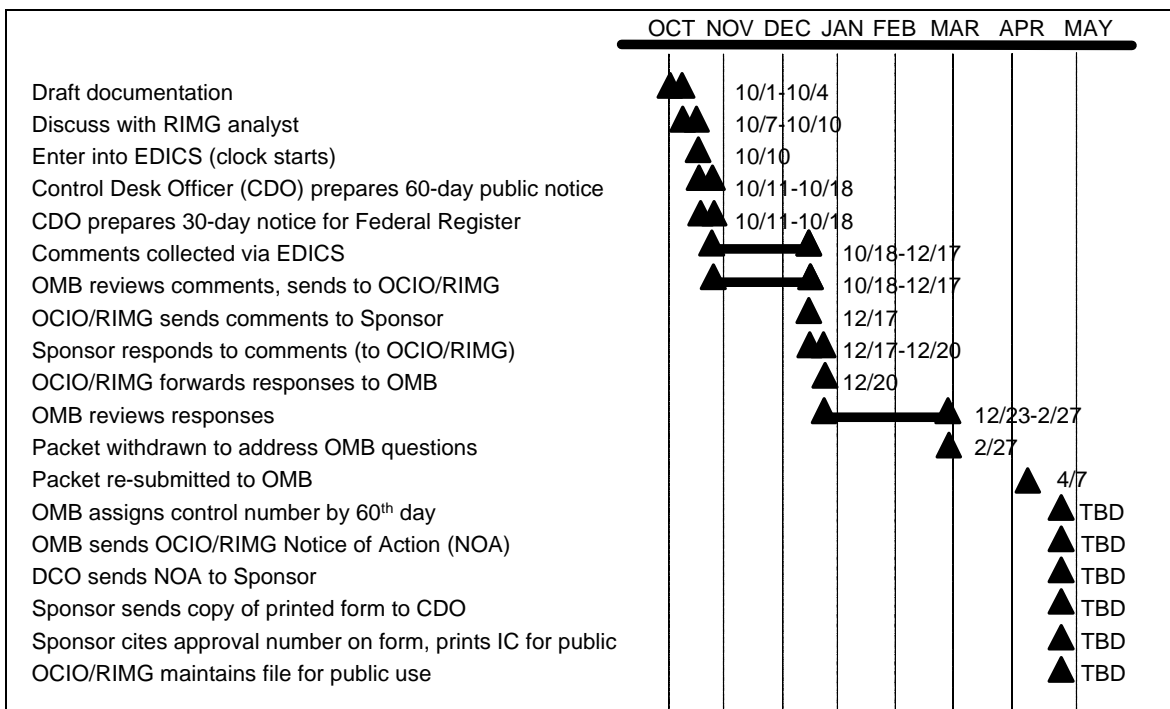


The complete System of Record packet was posted in the Federal Register (Public Notice) on April 27, 2003. OMB has 40 calendar days to complete their review (June 4, 2003). We provided responses to two OMB questions during this performance period. FSA also proposed that OMB provide a conditional acceptance. The final determination will be made during the next time period. If there are no major issues, it is feasible that Release 2 of the Students Portal can still be deployed before the end of June 2003.



2.3 Information Collection Clearance (OMB) Schedule

The detailed schedule for the Information Collection Clearance process is shown below.



The Information Collection Clearance (ICC) process is currently on hold. The initial 60-day period passed without any comments from the public. ED/CIO forwarded all documentation to the OMB for their review. A second 30-day public review period has concluded. During OMB's 60-day review period, they provided ED/CIO and FSA with the following questions:

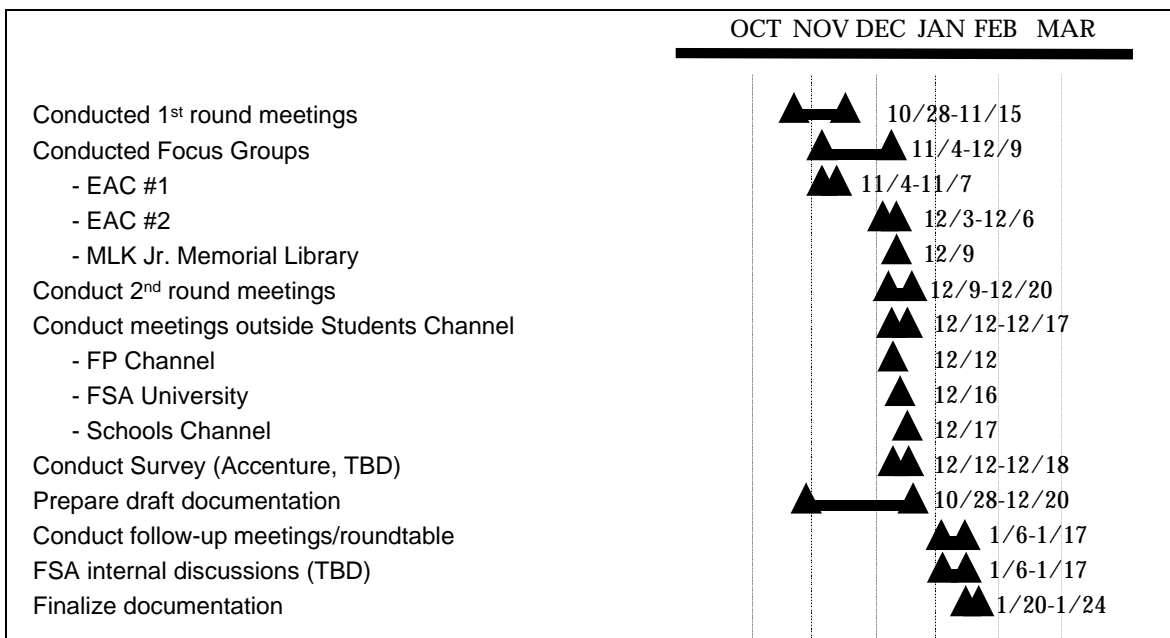
- Role of Government/ED
- Consultation with Stakeholders
- Contract/relationship with XAP
- Equal access for Schools

A meeting was held with the FSA Chief Operating Officer (COO) and a representative from the Office of Postsecondary Education (OPE) on February 26th to address these questions. Subsequent discussions have been held with the OMB to include additional responses to additional questions. The ICC packet will be on hold until all of OMB's questions have been addressed.



2.4 Release 3 Requirements Schedule

The Students Portal Release 3 Requirements schedule is shown below.



All requirements sessions have been conducted, and a separate Requirements documentation has been delivered to the Students Channel. Business Justification documentation has also been drafted.

2.5 Stabilization Activities

The following stabilization activities have occurred since the last monthly Stabilization and Transition Support status report.

- Continued making updates to the Production Readiness Review (PRR) documentation.
- Provided support for OMB responses as part of the System of Record process.
- Continued weekly meetings with CIO and VDC/CSC.
- Continued planning for Disaster Recovery testing.
- Continued coordination with integration activities (e.g., CSID, etc.).
- Continued drafting marketing/communications approach with FSA Communications and ED Office of Public Affairs (OPA).
- Continued making (remove and replace with 'Completed') updates to the Performance Test Plan and Scripts.
- Completed Performance Test cycles.
- Drafted Privacy Impact Statement.
- Resolved various TeamSite Templating content updates.



- Provided production support.
- Participated in Operational Readiness Review (ORR) meeting.
- Submitted secure certificate request for studentaid2.ed.gov.
- Provided Regression Test Plan, Scripts, and Feedback Form.
- Participated in Vendor Bidder's Conference.
- Completed Regression Testing.
- Conducted Due Diligence Meetings with Vendors.

2.6 Capacity Planning

As part of on-going capacity planning and production performance monitoring, WebTrends analysis has been performed with the VDC team. Actual volume for the past month has matched projections. There have been no performance issues. Monthly meetings have been established.

2.7 Open Activities/Issues

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Continue monitoring Privacy Act (System of Record) and ICC processes.
- Update the content in the Release 2 development environment from the Production environment.
- Conduct Disaster Recovery testing.
- Continue updating Customer Adoption Plan.
- Resolve various TeamSite Templating content updates as needed.
- Provide production support as needed.
- Provide updated Transition/Operations Cookbook.
- Complete Security Testing.
- Modify the Task Order (extend to 10/31).
- Provide OMB support as needed.
- Assist with preparing the Dear Partner Letter.
- Prepare for and conduct the Production Readiness Review (PRR).
- Merge Production content with Release 2 application/code.
- Deploy Release 2 into Production.
- Assist with Vendor proposal evaluation.
- Continue planning for the Integrated Technical Architecture (ITA) upgrades.



3. Financial Partners Portal Status

3.1 Stabilization Activities

The following stabilization activities have occurred since the last monthly Stabilization and Transition Support status report.

- Began planning for Disaster Recovery testing.
- Resolved various TeamSite Templating content updates.
- Provided production support.
- Participated in Vendor Bidder's Conference.
- Conducted Due Diligence Meetings with Vendors.

3.2 Capacity Planning

As part of on-going capacity planning and production performance monitoring, WebTrends analysis is performed. There have been no volume/performance-related issues.

3.3 Open Activities/Issues

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Conduct Disaster Recovery testing.
- Resolve various TeamSite Templating content updates as needed.
- Provide production support as needed.
- Provide updated Transition/Operations Cookbook.
- Assist with Vendor proposal evaluation.
- Continue planning for the Integrated Technical Architecture (ITA) upgrades.

4. Summary

The Students and FP Portals have both received positive feedback from on-line surveys. Survey summaries are available for FSA to monitor this feedback directly. Summary reports are broken down into statistics based on responses as well as a complete listing of all other comments provided. Capacity planning and performance monitoring are on-going for both Portals. CPU utilization on the application and Web servers continue to be low, and there are no capacity issues at this time.

All planned activities are proceeding. The critical path for Release 2 of the Students Portal is the Privacy Act/System of Record process, which is a high risk for when it can be deployed into Production. Workshops, Focus Groups, and Release 3 requirements



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sessions have been completed. Many activities have been completed and issues resolved.

There have been a couple of Production issues that the team is working to resolve with the ITA and VDC/CSC teams. The result has been several brief outages when the Portal was not available. As progress is made on troubleshooting the problem, Root Cause Analysis (RCA) and other documentation will be provided.